

Dominion Energy Southeast Services, Inc.
 Legal Regulatory Department
 400 Otarre Parkway, Cayce, SC 29033
 Mailing Address:
 220 Operation Way, MC C222, Cayce SC 29033
 DominionEnergy.com



June 25, 2019

VIA ELECTRONIC FILING

Mr. Josh Minges, Esquire
Public Service Commission of South Carolina
 101 Executive Center Drive
 Columbia, South Carolina 29210

RE: Hector and **Jerdene Rivaz v. Dominion Energy South Carolina, Inc.**
 Answer and Motion to Dismiss of **Dominion Energy South Carolina, Inc.**
 Docket No. 2019-213-E

Dear Mr. Minges:

On or about **June 10, 2019**, Hector and **Jerdene Rivaz** commenced the instant action by filing a **complaint** with the **Public Service Commission of South Carolina** ("**Commission**"). By way of this letter, **DESC** hereby responds to the **Complaint** and respectfully requests that the **Commission** dismiss the **Rivaz Complaint** on the ground that they have failed to state a claim upon which relief can be granted. While the **Commission** is considering **DESC's** request, the **Company** also requests that the **Commission** toll the hearing date and the deadlines for filing testimony for all parties in the above-referenced docket.

In their **Complaint**, Mr. and Mrs. Rivaz check the boxes for "[b]illing [e]rror/[a]djustments," "[w]rong [r]ate," and "[m]eter [i]ssue." Mr. and Mrs. Rivaz allege that they have been on Budget Billing for several years; that while on Budget Billing, they paid "large amount[s] of money[] for years" without receiving anything back; that their bills for electric and gas service provided by **DESC** to their residence at **416 Brickingham Way in Columbia, South Carolina** were **\$329.95** each month in **January, February, and March of 2019** and **\$463.16** in **April 2019**. Mr. and Mrs. Rivaz also state that they are "holding" their April Bill until they "can figure out what's going on."

(Continued ...)

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Mr. and Mrs. Rivaz allege that “ORS stated that they checked the [electric] meter and didn’t find anything wrong,” but that “something is wrong” because Mrs. Rivaz’s sister’s bill was “much less . . . around \$150 les[s]” even though the sister “use[s] much more electric[ity]” than Mr. and Mrs. Rivaz” and because their neighbor “who has children” also has a lower electric bill. Mr. and Mrs. Rivaz allege they are the only two people living at their residence. Mr. and Mrs. Rivaz allege that “if ORS didn’t find anything wrong, then “it[] must be a malfunction in the meter.” Mr. and Mrs. Rivaz allege that their “air condition is set on 78” and that their “heat is set on 68.” Mr. and Mrs. Rivaz allege that they are no longer on Budget Billing and that their June Bill was only \$104.00.

DESC denies any allegation of wrongdoing and asserts that the Rivaz Complaint fails to allege that DESC violated any applicable statute, law, regulation or order within the Commission’s jurisdiction. As such, this Complaint should be dismissed.¹

As an initial matter, DESC avers that Budget Billing is a program designed to help make bills more predictable by allowing the customer to pay the same amount each month for 12 consecutive months. To determine the customer’s monthly Budget Billing payment amount, DESC averages the customer’s 12 previous bills and the projected cost of energy over the next 12 months and divides that amount into 12 equal payments. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if the customer adds additional services to his or her account, or if the customer’s actual usage changes significantly. An annual adjustment is scheduled after the customer has received 12 monthly bills. At that time, the customer’s Budget Billing amount is recalculated based on his or her actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. The customer’s payments and charges are then reconciled. If the total of the customer’s payments is not enough to cover his or her actual charges for the previous year (i.e., the customer owes the Company), the customer is given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. **If the customer’s payments are more than his or her actual charges (i.e., the Company owes the customer), the credit balance is applied toward the recalculation of the customer’s new Budget Billing amount.**

¹ DESC also asserts that the Rivaz Complaint should be dismissed for failure to comply with Commission Regulation 103-824, which requires that a complaint provide “[a] concise statement of the nature of the relief sought.” In their Complaint, Mr. and Mrs. Rivaz have not identified the relief that they are requesting.

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With respect to the allegations that Mr. and Mrs. Rivaz have been on Budget Billing for several years and that they paid "large amount[s] of money[] for years" without receiving anything back, DESC admits that Mr. And Mrs. Rivaz were on Budget Billing for more than 5 years and avers that, during that time, they were properly charged budget billed amounts for electric and gas service provided to their 416 Brickingham Way residence. As such, DESC denies that Mr. and Mrs. Rivaz "rec[e]ived nothing back" for their payments of budget billed amounts during that time.

With respect to the allegations that that their bills for electric and gas service provided by DESC to their 416 Brickingham Way residence were \$329.95 each month in January, February, and March of 2019 and \$463.16 in April 2019, and that they are no longer on Budget Billing and their June Bill was only \$104.00, DESC avers that by letter dated December 18, 2018, Mr. Rivaz was notified that a periodic review of his account resulted in the need to change the monthly Budget Billing amount from \$230.00 to \$324.00 in an attempt to prevent a large balance on Mr. and Mrs. Rivaz's Budget Billing anniversary date. At the time the adjustment was made, Mr. and Mrs. Rivaz's account balance was \$447.32 undercollected. DESC further avers that by billing statements dated January 11, 2019 (for service rendered from December 7, 2018, to January 9, 2019); February 12, 2019 (for service rendered from January 9, 2019, to February 8, 2019); March 13, 2019 (for service rendered from February 8, 2019, to March 11, 2019); and April 11, 2019 (for service rendered from March 11, 2019, to April 9, 2019), DESC billed Mr. and Mrs. Rivaz \$329.95 each month (\$324.00 in Budget Billing charges and \$5.95 in unregulated charges). On April 29, 2019, Mr. and Mrs. Rivaz terminated their Budget Billing program participation, and made payment of \$463.16 on May 8, 2019, to pay off their April 11, 2019 bill and the remaining \$133.21 owed account balance. By statement dated May 14, 2019, DESC billed Mr. and Mrs. Rivaz \$104.42, which included \$98.47 for electric and gas service provided to their residence from April 9, 2019, to May 10, 2019, and \$5.95 in unregulated charges. On June 3, 2019, DESC issued a returned payment notice for the \$463.16 payment made on May 8, 2019, which Mr. and Mrs. Rivaz allege they are "holding . . . until [they] can figure out what's going on." By statement dated June 12, 2019, DESC billed Mr. and Mrs. Rivaz \$661.50, which included \$185.44 for electric and gas service provided to their residence from May 10, 2019, to June 10, 2019, \$463.16 for the returned payment, a \$6.86 late payment charge, and \$6.04 in unregulated charges. Copies of December 18, 2018 Budget Billing letter; Mr. and Mrs. Rivaz's billings statements dated January 11, 2019, February 12, 2019, March 13, 2019, April 11, 2019, May 14, 2019, and June 12, 2019; and the June 3, 2019 returned payment notice are attached hereto as Exhibit A with confidential customer account information redacted. Based on the foregoing, DESC denies the allegation that there have been "[b]illing [e]rror/[a]djustments." Mr. and Mrs. Rivaz's bills, which speak for themselves, plainly indicate that no billing errors have been made.

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DESC similarly denies Mr. and Mrs. Rivaz's "check-the-box" allegation that they were charged the "[w]rong [r]ate." DESC asserts that merely checking a box is insufficient to state a complaint. Nowhere in the Complaint do Mr. and Mrs. Rivaz allege that they are on the incorrect rate. And, their bills, attached hereto, demonstrate that they are correctly being charged for electric service under residential Rate 8 and for gas service under residential Rate 32V.

By letter dated May 15, 2019, and based on its review of the Rivaz account's billing history, the South Carolina Office of Regulatory Staff ("ORS") determined that the account was billed in accordance with DESC's residential rate approved by the Commission. A copy of the May 15, 2019 ORS letter is attached hereto as Exhibit B.

DESC further denies the allegations that there is a "[m]eter [i]ssue" and that "if ORS didn't find anything wrong [in the billing], then it[] must be a malfunction in the meter," admits the allegation that "ORS stated that they checked the [electric] meter and didn't find anything wrong," and avers that Mr. and Mrs. Rivaz's electric meter is functioning properly and that their bill is being calculated correctly. In response to the Rivas Complaint about their electric service, the ORS requested that DESC test the electric meter to determine if it was metering usage correctly. DESC performed an electric meter test and home energy check-up on May 13, 2019. Consistent with DESC's normal practice and applicable Commission regulations, two separate in-field electric meter tests were performed on Mr. and Mrs. Rivaz's electric meter with the customer present for each test. DESC further avers that the tests performed on the electric meter showed that it was working properly and operating within regulatory standards. A copy of the test results and the home energy check-up report and recommendations is attached as Exhibit C with confidential customer account redacted. Please see also Exhibit B for a copy of the ORS letter confirming its finding that "[t]he meter test results indicate the meter was registering accurately."

Despite the fact that the meter test demonstrated that their electric usage was being metered correctly and the bills demonstrate that their bills are being calculated correctly with the appropriate residential rate, Mr. and Mrs. Rivaz allege "something is wrong" because Mrs. Rivaz's sister's bill was "much less . . . around \$150 les[s]" even though the sister "use[s] much more electric[ity]" than Mr. and Mrs. Rivaz" and because their neighbor "who has children" also has a lower electric bill. Mr. and Mrs. Rivaz allege they are the only two people living at their residence. DESC is without sufficient information to form a belief as to the identities of Mrs. Rivaz's sister and Mr. and Mrs. Rivaz's neighbor (or how Mr. and Mrs. Rivaz define "neighbor"), the identity of the electric supplier of the sister or neighbor, the type and character of electric service received by the sister or the neighbor, whether the sister or the neighbor also receive gas service, the rate charged to the sister or the neighbor, how much electricity the sister or neighbor consumes as compared to Mr. and Mrs. Rivaz,

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June 25, 2019
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whether the sister or the neighbor is also on a Budget Billing program, whether the neighbor has children, and whether Mr. and Mrs. Rivaz are the only two people living at their residence and demands strict proof thereof.

With respect to allegation that their “air condition is set on 78” and that their “heat is set on 68,” DESC is without sufficient information to form a belief as to what Mr. and Mrs. Rivaz set their heating and cooling units at on a routine basis. However, DESC avers that during the Home Energy Check-Up on May 13, 2019, the thermostat at the Rivaz residence was set on 70 degrees – 8 degrees lower than the recommended summer setting and the setting that Mr. and Mrs. Rivaz allege is their air conditioner setting. See Exhibit C, Home Energy Checkup Report, p. 7 (“Summer thermostat setting is 70 degrees. Recommend adjusting thermostat closer to recommended setting of 78 degrees. Fan setting for heat pump was ‘on,’ changed to ‘auto’ during visit.”)

In short, because the electric meter test demonstrates that the electric meter is functioning properly and the bills themselves demonstrate that they are being calculated correctly, DESC denies the allegation that “something is wrong.” Mr. and Mrs. Rivaz have failed to allege a sufficient factual basis to support their claims of a billing error, wrong rate, or meter issue and have failed to demonstrate that DESC violated any applicable statute, rule, regulation, or order under this Commission’s jurisdiction. As such, the Rivaz Complaint should be dismissed.

Based upon the foregoing, DESC respectfully requests that the Rivaz Complaint be dismissed. Moreover, DESC requests that while the Commission is considering the Company’s request, the Commission toll the hearing date and the deadlines for filing testimony for all parties in the above-referenced docket.


Any statement or allegation not specifically admitted herein is denied. By copy of this letter, we are serving this motion and the affidavit of Cindi G. Hux upon Mr. and Mrs. Rivaz as well as counsel for the ORS and enclose a certificate of service to that effect.

Moreover, by copy of this letter, we are also informing upon Mr. and Mrs. Rivaz that, pursuant to Commission Regulation 103-829, their response to this motion is due within ten (10) days after service of the motion. According to our calculations, upon Mr. and Mrs. Rivaz’s response is due on or before July 5, 2019.

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If you have any questions or concerns, please do not hesitate to contact us.

Very truly yours,



Matthew W. Gissendanner

MWG/kms
Enclosures

cc: **Hector and Jerdene Rivaz**
(via U.S. First Class Mail w/ enclosure)
Dawn Hipp
Alexander W. Knowles, Esquire
(both via electronic mail and U.S. First Class Mail w/ enclosure)

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2019-213-E

IN RE:)
)
Hector and Jerdene Rivaz,)
)
Complainant/Petitioner,)
)
v.)
)
Dominion Energy South Carolina, Inc.)
)
Defendant/Respondent.)
_____)

AFFIDAVIT

Personally appeared before me Cindi G. Hux who, having first been duly sworn, deposes and states as follows:

1. My name is Cindi G. Hux and I am a Supervisor for Customer Service-Quality Assurance for Dominion Energy South Carolina, Inc. ("DESC" or "Company"). Among other things, I am responsible for the investigation of customer complaints received through the South Carolina Office of Regulatory Staff as well as customer complaints filed with the Public Service Commission of South Carolina ("Commission") requesting a hearing before the Commission. I am competent to make this affidavit.

2. This affidavit is based upon my personal knowledge and review of documents received and maintained in the ordinary course of business by DESC. I am familiar with the records of DESC that pertain to Mr. and Mrs. Rivaz and have personally worked on the documents and records concerning Mr. and Mrs. Rivaz.

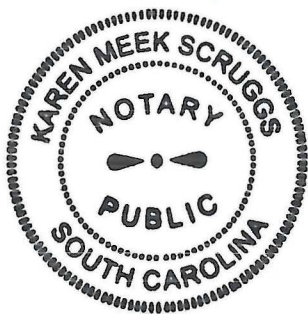
3. I assisted DESC's attorney in preparing the Company's Answer and Motion to Dismiss dated June 25, 2019, which was filed in response to the Complaint of Mr. and Mrs. Rivaz dated June 10, 2019. I have read the Answer and Motion to Dismiss and verify that the information contained therein is true and accurate to best of my knowledge, information and belief.

FURTHER AFFIANT SAYETH NOT.

Cindi G. Hux
Cindi G. Hux

Sworn to and subscribed before me
this 25th day of June, 2019

Karen Meek Scruggs
Notary Public for South Carolina
My Commission Expires: 1/20/26



BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2019-213-E

IN RE:


Heeter and Jerdene Rivaz,)	
)	
Complainant/Petitioner)	CERTIFICATE OF
)	SERVICE
v.)	
)	
Dominion Energy South Carolina, Inc.,)	
)	
Defendant/Respondent.)	
_____)	

This is to certify that I have caused to be served this day one (1) copy of South Carolina Electric & Gas Company's **Answer and Motion to Dismiss** to the persons named below at the addresses set forth and in the manner described:

Hector and Jerdene Rivaz
416 Brickingham Way
Columbia, SC 29229
(via U.S. First Class Mail)

Dawn Hipp
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201
dhipp@ors.sc.gov
(via electronic mail and U.S. First Class Mail)

Alexander W. Knowles, Esquire
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201
aknowles@ors.sc.gov
(via electronic mail and U.S. First Class Mail)


Karen M. Scruggs

Cayce, South Carolina

This 25th day of June, 2019



SERVICE FOR
416 BRICKINGHAM WAY
COLUMBIA SC 29229-9533

Exhibit A
Page 1 of 26
ACCOUNT NUMBER
[REDACTED]
DATE
December 18, 2018

www.sceg.com

90703

352653367

HECTOR D RIVAZ
416 BRICKINGHAM WAY
COLUMBIA SC 29229-9533

Thank you for using the Budget Billing Plan. We hope that you have found this service to be a convenient and easy method for budgeting your monthly utility bill.

Periodically, we review your account to determine if your monthly payments are sufficient to prevent having a large balance on your Budget Billing anniversary date. While there is no guarantee that a large balance will be prevented, we do take into consideration your usage, weather variations, rate changes, additional service, and the number of months remaining before your anniversary month.

This review has resulted in the need to change your monthly payment amount from **\$230.00** to **\$324.00**. Your new Budget Billing payment amount will be effective with your next bill. You will be billed the new Budget Billing payment amount each month for the next 6 consecutive months. This amount will remain in effect through your anniversary month or until the next periodic review indicates a need for a change, whichever occurs first. Adjusting the monthly payment amount now will help bring the payments closer to the actual billings anticipated through your Budget Billing Plan anniversary month.

If you have questions about Budget Billing, your new monthly payment amount, or any other service, please call us toll-free at 1-800-251-7234. Our Customer Service Representatives are available to help you.

Thank you again for choosing the Budget Billing Plan.

Sincerely,

SCE&G Customer Service





SERVICE FOR

416 BRIDGEMANWAY
COLUMBIA SC 29228-9533

ACCOUNT NUMBER

[REDACTED]

Exhibit A
Page 2 of 26

www.sceg.com



SERVICE FOR
HECTOR D RIVAZ
825878
416 BRICKINGHAM WAY
COLUMBIA SC 29229-9533

ACCOUNT NUMBER [REDACTED] Exhibit A Page 3 of 28 Page 1 of 4
DATE DUE Feb 5 2019 AMOUNT DUE \$329.95

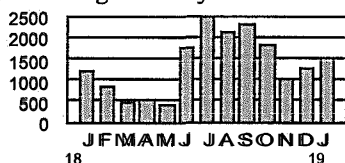
www.sceg.com

CUSTOMER SERVICE 1-800-251-7234
7:00 AM - 9:00 PM, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

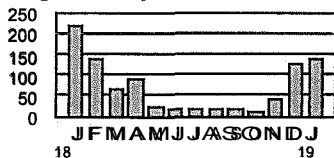
JANUARY STATEMENT GENERATED ON:
Jan 11 2019

Electric Usage History - kWh



	Jan 18	Jan 19
kWh used	1230	1545
Avg regional temp	43	51
Days in billing period	33	33
Cost	\$176.37	\$184.34

Gas Usage History - Therms



	Jan 18	Jan 19
Therms used	218	139
Avg regional temp	43	51
Days in billing period	33	33
Cost	\$259.12	\$182.19

For a complete set of tools to analyze your usage,
log on to sceg.com.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.



BUDGET BILLING SUMMARY

Previous Bill Amount	\$235.95
Payment Received 01/07/19 THANK YOU	-235.95
Current Budget Billing Amount	329.00
Other Charges & Credits - Unregulated	59.95
Amount Due	\$329.95

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.
Any remaining balance after 5:00 PM on 2/11/19 is subject to late payment charges.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. **\$827.35**

SUMMARY OF CURRENT CHARGES

Electric Charges	\$191.89
Gas Charges	182.19
Other Charges & Credits - Unregulated	5.95
Total Current Charges	\$380.03

ACCOUNT NUMBER

DATE OF BANK DRAFT

Feb 5 2019

AMOUNT TO BE DRAFTED

\$329.95

C

00000009795

06 BD

011303036 E

HECTOR D RIVAZ
416 BRICKINGHAM WAY
COLUMBIA SC 29229-9533

Thank you for using SCE&G's Electronic Banking Service.
Your bank draft is set up for:



00111001



www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jan 11 2019

ACCOUNT NUMBER

DATE DUE

Feb 5 2019

Exhibit A
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AMOUNT DUE

\$329.95

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit scceg.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Offices:

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

NORTH COLUMBIA OFFICE, 3000 HARDEN
ST, COLUMBIA SC 29203

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

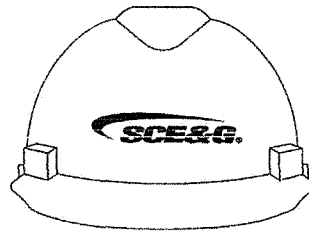
BLYTHEWOOD IGA #35, 135 B
BLYTHEWOOD RD, BLYTHEWOOD SC

WINDY MOUNTAIN, 518 BELTLINE BLVD,
COLUMBIA SC 29205

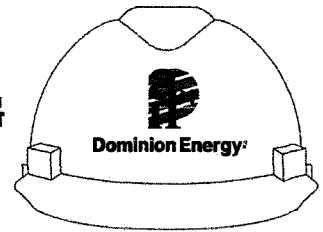
ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not SCE&G authorized payment locations. While these unauthorized locations may accept your SCE&G payment, they will charge a fee for doing so, and your payment will be delayed in reaching SCE&G.



IS BECOMING



To learn more go to dominionenergy.com/BecomingDominionEnergy

CURRENT CHARGES

Electric Charges

RATE PLAN

008 - Residential Service

METER READING

Electric Meter read on 01/09/19 at 11:27 am
(Next scheduled read date 2/8/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	KWH
001557340	12/7/18 - 1/9/19	33	77550	76005	X 1 =	1,545
Basic Facilities Charge						10.00
First 800 kWh X \$ 0.136520						109.22
Next 745 kWh X \$ 0.131040						97.62
Renewable Energy Resources						1.00
H.4375 Decrement Rider						-33.50
Subdivision Lighting						7.55
Total Electric Charges						\$191.89



www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jan 11 2019

ACCOUNT NUMBER

DATE DUE

Feb 5 2019

Exhibit A

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AMOUNT DUE

\$329.95

Gas Charges

RATE PLAN
32V - Res Value Service

METER READING
Gas Meter read on 01/09/19 at 11:33 am
(Next scheduled read date 2/18/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000242315	12/07/18-01/09/19	33	481	346	1	135	1.0260	139

Basic Facilities Charge 10.90

Base - First 20 Therms X \$ 1.079940 21.60

Next 119 Therms X (\$ 1.079940 + \$ 0.177960 WNA) 149.69

The Billed WNA Is A Result Of Warmer Than Normal Weather

Total Gas Charges \$182.19

Other Charges & Credits - Unregulated

Your electric and/or natural gas service may not be terminated for failure to pay for the following unregulated services.

HomeServe - Sewer Line Repair Plan 5.95

Total Other Charges & Credits - Unregulated \$5.95

Start 2019 with even more savings. Through Jan. 31, 2019, get an additional 19% off LED bulbs from the EnergyWise Savings Store! Use promo code "SAVE19" when placing your order at www.sceg.com/save. Available to residential electric customers. Restrictions apply. See website for details.

Our customer service department will be closed Monday, January 21, in observance of Martin Luther King Day. You can make payments and payment arrangements anytime at sceg.com. For electric and gas emergencies, call 888-333-4465.

For HomeServe service claims, call 1-833-500-2623. For repair plan billing questions, call 1-800-796-8889.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.

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www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jan 11 2019

ACCOUNT NUMBER

DATE DUE

Feb 5 2019

Exhibit A
Page 6 of 12

AMOUNT DUE

\$329.95

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	= Account Balance
Account Balance at		Annual Adjustment				153.50		153.50
Jul	18	414.98	0.00	5.95		420.93	-257.95	316.48
Aug	18	195.59	0.00	5.95		201.54	-235.95	282.07
Sep	18	337.26	0.00	5.95		343.21	-235.95	389.33
Oct	18	248.93	0.00	5.95		254.88	-235.95	408.26
Nov	18	199.60	5.95	0.00		205.55	-235.95	377.86
Dec	18	299.46	5.95	0.00		305.41	-235.95	447.32
Jan	19	374.08	5.95	0.00		380.03	0.00	827.35
Total		2,069.90	\$17.85	23.80		2,265.05	-1,437.70	

Current Account Balance \$827.35

Your Budget Billing account is scheduled for annual adjustment during the month of June 2019.





SERVICE FOR
HECTOR D RIVAZ
825878
416 BRICKINGHAM WAY
COLUMBIA SC 29229-9533

ACCOUNT NUMBER [REDACTED] Exhibit A Page 7 of 28 Page 1 of 4
DATE DUE Mar 6 2019 AMOUNT DUE \$329.95

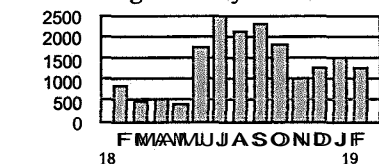
www.sceg.com

CUSTOMER SERVICE 1-800-251-7234
7:00AM - 9:00 PM, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

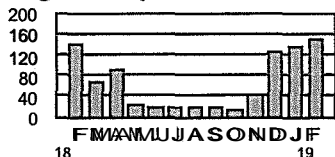
FEBRUARY STATEMENT GENERATED ON:
Feb 12 2019

Electric Usage History - kWh



	Feb 18	Feb 19
kWh used	867	1293
Avg regional temp	48	46
Days in billing period	30	30
Cost	\$128.83	\$62.92

Gas Usage History - Therms



	Feb 18	Feb 19
Therms used	143	153
Avg regional temp	48	46
Days in billing period	30	30
Cost	\$194.06	\$164.07

For a complete set of tools to analyze your usage, log on to sceg.com.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

BUDGET BILLING SUMMARY

Previous Bill Amount	\$329.95
Payment Received 02/06/19 THANK YOU	-329.95
Current Budget Billing Amount	329.00
Other Charges & Credits - Unregulated	59.59

Amount Due \$329.95

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.
Any remaining balance after 5:00PM on 3/13/19 is subject to late payment charges.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. \$737.66

SUMMARY OF CURRENT CHARGES

Electric Charges	\$70.24
Gas Charges	164.07
Other Charges & Credits - Unregulated	5.95
Total Current Charges	\$240.26

SCE&G is becoming  Dominion Energy®

To learn more go to dominioneenergy.com/BecomingDominionEnergy

ACCOUNT NUMBER [REDACTED]

DATE OF BANK DRAFT
Mar 6 2019

AMOUNT TO BE DRAFTED
\$329.95



C 00000009839 06 BD 043303036 E

HECTOR D RIVAZ
416 BRICKINGHAM WAY
COLUMBIA SC 29229-9533

Thank you for using SCE&G's Electronic Banking Service.
Your bank draft is set up for:





www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Feb 12 2019

ACCOUNT NUMBER

DATE DUE

Mar 6 2019

Exhibit A

Page 8 of 26 Page 2 of 4

AMOUNT DUE

\$329.95

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit scceg.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Offices:

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

NORTH COLUMBIA OFFICE, 3000 HARDEN
ST, COLUMBIA SC 29203

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

BLYTHEWOOD IGA #35, 135 B
BLYTHEWOOD RD, BLYTHEWOOD SC

WINDY MOUNTAIN, 518 BELTLINE BLVD,
COLUMBIA SC 29205

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not SCE&G authorized payment locations. While these unauthorized locations may accept your SCE&G payment, they will charge a fee for doing so, and your payment will be delayed in reaching SCE&G.

CURRENT CHARGES

Electric Charges

RATE PLAN

008 - Residential Service

METER READING

Electric Meter read on 02/08/19 at 11:34 am
(Next scheduled read date 3/11/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	KWH
001557340	1/9/19 - 2/8/19	30	78843	77550	X 1 =	1,293
Basic Facilities Charge						9.00
First 800 kWh X \$ 0.118710						94.97
Next 493 kWh X \$ 0.113990						56.20
Renewable Energy Resources						1.00
Tax Cuts And Jobs Act						-93.30
Subdivision Lighting						7.55
Tax Rider						-5.18
Total Electric Charges						\$70.24

Gas Charges

RATE PLAN

32W - Res Value Service

METER READING

Gas Meter read on 02/08/19 at 10:07 am
(Next scheduled read date 3/11/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000242315	01/09/19-02/08/19	30	630	481	1	149	1.0260	153
Basic Facilities Charge								10.90
Base - First 20 Therms X \$ 0.995940								19.92
Next 133 Therms X (\$ 0.995940 + \$ 0.015920 WNA) - \$ 1.33								133.25
The Billed WNA Is A Result Of Warmer Than Normal Weather								
Total Gas Charges								\$164.07



www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Feb 12 2019

ACCOUNT NUMBER

[REDACTED]

DATE DUE

Mar 6 2019

Exhibit A

Page 9 of 28 Page 3 of 4

AMOUNT DUE

\$329.95

Other Charges & Credits - Unregulated

Your electric and/or natural gas service may not be terminated for failure to pay for the following unregulated services.

HomeServe - Sewer Line Repair Plan	5.95
Total Other Charges & Credits - Unregulated	
	\$5.95

FREE Home Energy Check-up (\$250 Value): Learn how to save energy and money in about an hour's time. Visit sceg.com/homecheckup.

Your bill for this month reflects a one-time bill credit for savings under the Tax Cuts and Jobs Act from January 2018 to January 2019. On-going tax savings are reflected in your bill.

In its order approving SCANA Corporation's merger with Dominion Energy, Inc., the Public Service Commission of South Carolina ordered SCE&G to provide an annual bill credit to natural gas customers in 2019, 2020, and 2021. The annual credit for 2019 has been applied to this month's bill. The annual credits for 2020 and 2021 will be applied to customer bills for the January billing cycle in each of those years.

For HomeServe service claims, call 1-833-500-2623. For repair plan billing questions, call 1-800-796-8889.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.





www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Feb 12 2019

ACCOUNT NUMBER

DATE DUE

Mar 6 2019

Exhibit A

Page 10 of 28 Page 4 of 4

AMOUNT DUE

\$329.95

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment				153.50			153.50
Jul	18	414.98	0.00	5.95		420.93	-257.95		316.48
Aug	18	195.59	0.00	5.95		201.54	-235.95		282.07
Sep	18	337.26	0.00	5.95		343.21	-235.95		389.33
Oct	18	248.93	0.00	5.95		254.88	-235.95		408.26
Nov	18	199.60	5.95	0.00		205.55	-235.95		377.86
Dec	18	299.46	5.95	0.00		305.41	-235.95		447.32
Jan	19	374.08	5.95	0.00		380.03	-329.95		497.40
Feb	19	234.31	5.95	0.00		240.26	0.00		737.66
Total		2,304.21	\$23.80	23.80		2,505.31	-1,767.65		

Current Account Balance \$737.66

Your Budget Billing account is scheduled for annual adjustment during the month of June 2019.





A SCANA COMPANY

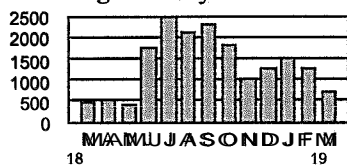
www.sceg.com

CUSTOMER SERVICE 1-800-251-7234
7:00 AM - 9:00 PM, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

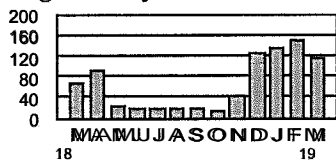
MARCH STATEMENT GENERATED ON:
Mar 13 2019

Electric Usage History - kWh



	Mar 18	Mar 19
kWh used	469	772
Avg regional temp	60	53
Days in billing period	29	31
Cost	\$74.90	\$98.52

Gas Usage History - Therms



	Mar 18	Mar 19
Therms used	68	119
Avg regional temp	60	53
Days in billing period	29	31
Cost	\$126.85	\$145.09

For a complete set of tools to analyze your usage,
log on to sceg.com.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.



A SCANA COMPANY

SERVICE FOR

HECTOR D RIVAZ
825878
416 BRICKINGHAM WAY
COLUMBIA SC 29229-9533

ACCOUNT NUMBER Exhibit A Page 11 of 20 Page 1 of 4

DATE DUE
Apr 4 2019

AMOUNT DUE
\$329.95

BUDGET BILLING SUMMARY

Previous Bill Amount	\$329.95
Payment Received 03/07/19 THANK YOU	-329.95
Current Budget Billing Amount	329.00
Other Charges & Credits - Unregulated	59.95

Amount Due \$329.95

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.
Any remaining balance after 5:00 PM on 4/11/19 is subject to late payment charges.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details.

\$664.59

SUMMARY OF CURRENT CHARGES

Electric Charges	\$105.84
Gas Charges	145.09
Other Charges & Credits - Unregulated	5.95
Total Current Charges	\$256.88

CURRENT CHARGES

Electric Charges

RATE PLAN
000 - Residential Service

METER READING
Electric Meter read on 03/11/19 at 11:40 am
(Next scheduled read date 4/9/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	KWH
001557340	2/8/19 - 3/11/19	31	79615	- 78843	X 1 =	772
Basic Facilities Charge						9.00
772 kWh X \$ 0.118710						91.64
Renewable Energy Resources						1.00
Subdivision Lighting						7.55
Tax Rider						-3.35
Total Electric Charges						\$105.84

ACCOUNT NUMBER

DATE OF BANK DRAFT

Apr 4 2019

AMOUNT TO BE DRAFTED

\$329.95

C

00000009835 06 BD 072303006 E

HECTOR D RIVAZ
416 BRICKINGHAM WAY
COLUMBIA SC 29229-9533

Thank you for using SCE&G's Electronic Banking Service.
Your bank draft is set up for:



01111001



www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Mar 13 2019

ACCOUNT NUMBER

[REDACTED]

DATE DUE

Apr 4 2019

Exhibit A

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AMOUNT DUE

\$329.95

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit sceg.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Offices:

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

NORTH COLUMBIA OFFICE, 3000 HARDEN
ST, COLUMBIA SC 29203

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

BLYTHEWOOD IGA #35, 135 B
BLYTHEWOOD RD, BLYTHEWOOD SC

WINDY MOUNTAIN, 518 BELTUNE BLVD,
COLUMBIA SC 29205

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not SCE&G authorized payment locations. While these unauthorized locations may accept your SCE&G payment, they will charge a fee for doing so, and your payment will be delayed in reaching SCE&G.

Gas Charges

RATE PLAN
32V - Res Value Service

METER READING
Gas Meter read on 03/11/19 at 11:45 am
(Next scheduled read date 4/19/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000242315	02/08/19-03/11/19	31	746	630	1	116	1.0220	119

Basic Facilities Charge	10.90
Base - First 20 Therms X \$ 0.995940	19.92
Next 99 Therms X (\$ 0.995940 + \$ 0.158300 WNA)	114.27
The Billed WNA is A Result Of Warmer Than Normal Weather	

Total Gas Charges \$145.09

Other Charges & Credits - Unregulated

Your electric and/or natural gas service may not be terminated for failure to pay for the following unregulated services.

HomeServe - Sewer Line Repair Plan	5.95
------------------------------------	------

Total Other Charges & Credits - Unregulated \$5.95

Our customer service department will be closed Friday, April 19, in observance of Good Friday. You can make payments and payment arrangements anytime at sceg.com. For electric and gas emergencies, call 1-888-333-4465.

For HomeServe service claims, call 1-833-500-2623. For repair plan billing questions, call 1-800-796-8889.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.



www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Mar 13 2019

ACCOUNT NUMBER

[REDACTED]

DATE DUE

Apr 4 2019

AMOUNT DUE

\$329.95

Exhibit A
Page 13 of 28 Page 3 of 4

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.





www.sceg.com

CUSTOMER SERVICE
1-800-251-7234

STATEMENT DATE
Mar 13 2019

ACCOUNT NUMBER

DATE DUE
Apr 4 2019

Exhibit A
Page 14 of 26
Page 4 of 4

AMOUNT DUE
\$329.95

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	= Account Balance
Account Balance at Annual Adjustment						153.50		153.50
Jul	18	414.98	0.00	5.95		420.93	-257.95	316.48
Aug	18	195.59	0.00	5.95		201.54	-235.95	282.07
Sep	18	337.26	0.00	5.95		343.21	-235.95	389.33
Oct	18	248.93	0.00	5.95		254.88	-235.95	408.26
Nov	18	199.60	5.95	0.00		205.55	-235.95	377.86
Dec	18	299.46	5.95	0.00		305.41	-235.95	447.32
Jan	19	374.08	5.95	0.00		380.03	-329.95	497.40
Feb	19	234.31	5.95	0.00		240.26	-329.95	407.71
Mar	19	250.93	5.95	0.00		256.88	0.00	664.59
Total		2,555.14	\$29.75	23.80		2,762.19	-2,097.60	

Current Account Balance \$664.59

Your Budget Billing account is scheduled for annual adjustment during the month of June 2019.





SERVICE FOR
HECTOR D RIVAZ
825878
416 BRICKINGHAM WAY
COLUMBIA SC 29229-9533

ACCOUNT NUMBER [REDACTED] Exhibit A Page 15 of 20 Page 1 of 4
DATE DUE May 7 2019 AMOUNT DUE \$329.95

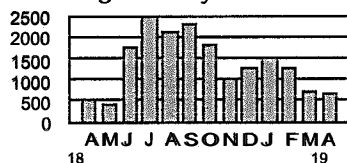
www.sceg.com

CUSTOMER SERVICE 1-800-251-7234
7:00AM - 9:00 PM, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

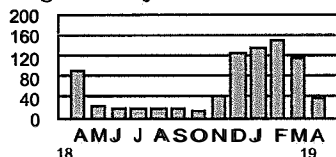
APRIL STATEMENT GENERATED ON:
Apr 11 2019

Electric Usage History - kWh



	Apr 18	Apr 19
kWh used	553	672
Avg regional temp	56	57
Days in billing period	32	29
Cost	\$73.55	\$87.01

Gas Usage History - Therms



	Apr 18	Apr 19
Therms used	93	41
Avg regional temp	56	57
Days in billing period	32	29
Cost	\$113.78	\$50.89

For a complete set of tools to analyze your usage,
log on to sceg.com.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.



BUDGET BILLING SUMMARY

Previous Bill Amount	\$329.95
Payment Received 04/05/19 THANK YOU	-329.95
Current Budget Billing Amount	324.00
Other Charges & Credits - Unregulated	5.95
Amount Due	\$329.95

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.
Any remaining balance after 5:00PM on 5/14/19 is subject to late payment charges.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. **\$463.16**

SUMMARY OF CURRENT CHARGES

Electric Charges	\$71.68
Gas Charges	50.89
Other Charges & Credits - Unregulated	5.95
Total Current Charges	\$121.20

ACCOUNT NUMBER

DATE OF BANK DRAFT

May 7 2019

AMOUNT TO BE DRAFTED

\$329.95

C

00000009863

06 BD

101302986 E

HECTOR D RIVAZ
416 BRICKINGHAM WAY
COLUMBIA SC 29229-9533

Thank you for using SCE&G's Electronic Banking Service.
Your bank draft is set up for:



00000001



www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Apr 11 2019

ACCOUNT NUMBER

[REDACTED]

DATE DUE

May 7 2019

Exhibit A

Page 16 of 28 Page 2 of 4

AMOUNT DUE

\$329.95

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit scg.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Offices:

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1213 FLORA ST, COLUMBIA SC 29201

NORTH COLUMBIA OFFICE, 3000 HARDEN
ST, COLUMBIA SC 29203

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

BLYTHEWOOD IGA #35, 135 B

BLYTHEWOOD RD, BLYTHEWOOD SC

WINDY MOUNTAIN, 518 BELTLINE BLVD,
COLUMBIA SC 29205

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not SCE&G authorized payment locations. While these unauthorized locations may accept your SCE&G payment, they will charge a fee for doing so, and your payment will be delayed in reaching SCE&G.

CURRENT CHARGES

Electric Charges

RATE PLAN

008 - Residential Service

METER READING

Electric Meter read on 04/09/19 at 10:46 am
(Next scheduled read date 5/10/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	KWH
001557340	3/11/19-4/9/19	29	80287	79615	X 1 =	672
Basic Facilities Charge						9.00
672 kWh X \$ 0.118710						79.77
Renewable Energy Resources						1.00
Subdivision Lighting						7.55
Correction Due To Lighting Adjustment						-22.65
Tax Rider						-2.99
Total Electric Charges						\$71.68

Gas Charges

RATE PLAN

32V - Res Value Service

METER READING

Gas Meter read on 04/09/19 at 10:32 am
(Next scheduled read date 5/10/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000242315	03/11/19-04/09/19	29	786	746	1	40	1.0220	41
Basic Facilities Charge								10.90
Base - First 20 Therms X \$ 0.995940								19.92
Next 21 Therms X (\$ 0.995940 - \$ 0.040340 WNA)								20.07
The Billed WNA Is A Result Of Colder Than Normal Weather								
Total Gas Charges								\$50.89

Other Charges & Credits - Unregulated

Your electric and/or natural gas service may not be terminated for failure to pay for the following unregulated services.

HomeServe - Sewer Line Repair Plan	5.95
Total Other Charges & Credits - Unregulated	\$5.95



www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Apr 11 2019

ACCOUNT NUMBER

[REDACTED]

DATE DUE

May 7 2019

AMOUNT DUE

\$329.95

Exhibit A
Page 17 of 28
Page 3 of 4

Why purchase LEDs online? To save up to 70% off retail on ENERGY STAR certified bulbs and get FREE SHIPPING on 15-bulb orders. Learn more: sceg.com/bulbs

Recycle your old, secondary refrigerator or freezer and be entered to win one of three Smart Prize Packs, valued at \$400 each and featuring the Nest Learning Thermostat. Includes FREE pickup and \$50 cash back. Restrictions apply. Learn more: sceg.com/nest

If your HVAC system fails, we can help! Rebates up to \$500 toward the cost of new ENERGY STAR qualified central air conditioners and heat pumps. Learn more: sceg.com/hvac

Sign up for a FREE Home Energy Check-up. In about an hour's time, you'll receive valuable information on how to save energy and money, including a custom report with recommendations specific to your home. Learn more: sceg.com/homecheckup

For HomeServe service claims, call 1-833-500-2623. For repair plan billing questions, call 1-800-796-8889.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.





www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Apr 11 2019

ACCOUNT NUMBER

██████████

DATE DUE

May 7 2019

Exhibit A

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AMOUNT DUE

\$329.95

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

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Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	Other Charges + & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment				153.50			153.50
Jul	18	414.98	0.00	5.95		420.93	-257.95		316.48
Aug	18	195.59	0.00	5.95		201.54	-235.95		282.07
Sep	18	337.26	0.00	5.95		343.21	-235.95		389.33
Oct	18	248.93	0.00	5.95		254.88	-235.95		408.26
Nov	18	199.60	5.95	0.00		205.55	-235.95		377.86
Dec	18	299.46	5.95	0.00		305.41	-235.95		447.32
Jan	19	374.08	5.95	0.00		380.03	-329.95		497.40
Feb	19	234.31	5.95	0.00		240.26	-329.95		407.71
Mar	19	250.93	5.95	0.00		256.88	-329.95		334.64
Apr	19	122.57	5.95	0.00		128.52	0.00		463.16
Total		2,677.71	\$35.70	23.80		2,890.71	-2,427.55		

Current Account Balance \$463.16

Your Budget Billing account is scheduled for annual adjustment during the month of June 2019.



SERVICE FOR
 HECTOR D RIVAZ
 825878
 416 BRICKINGHAM WAY
 COLUMBIA SC 29229-9533

Exhibit A
 Page 19 of 28 Page 1 of 3
ACCOUNT NUMBER
 [REDACTED]
DATE DUE Jun 3 2019
AMOUNT DUE \$104.42

CUSTOMER SERVICE 1-800-251-7234
 7am - 9pm, Monday - Friday
EMERGENCY SERVICE 1-888-333-4465
 24 HOURS A DAY
 Gas leaks, downed lines or power outages
MAY STATEMENT GENERATED ON:
 May 14 2019

Dominion Energy South Carolina

DominionEnergySC.com

ACCOUNT SUMMARY

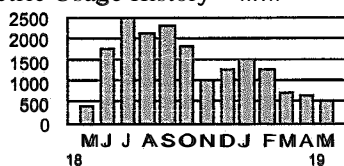
Previous Bill Amount	\$329.95
Payment Received 05/08/19 THANK YOU	-465.16
Adjustments	+183.21
Current Charges	104.42
<hr/>	
Amount Due on 6/3/19	\$104.42

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.
 Any remaining balance after 5pm on 6/12/19 is subject to late payment charges.

SUMMARY OF CURRENT CHARGES

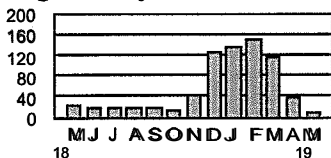
Electric Charges	\$78.61
Gas Charges	19.86
Other Charges & Credits - Unregulated	5.95
Total Current Charges	\$104.42

Electric Usage History - kWh



	May 18	May 19
kWh used	445	538
Avg regional temp	66	70
Days in billing period	30	31
Cost	\$61.25	\$71.29

Gas Usage History - Therms



	May 18	May 19
Therms used	24	9
Avg regional temp	66	70
Days in billing period	30	31
Cost	\$39.45	\$19.86

For a complete set of tools to analyze your usage, log on to DominionEnergySC.com.



Recycle your old, secondary refrigerator or freezer through our Residential Appliance Recycling Program. Pickup is FREE and you get \$50 cash back. Learn more: DominionEnergySC.com/Recycle

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

**Dominion Energy
 South Carolina**

ACCOUNT NUMBER

[REDACTED]

DATE DUE

Jun 3 2019

AMOUNT DUE

\$104.42

Please enter amount enclosed.

\$

Write account number on check.

C 00000009888 06 RG 134303009 E

HECTOR D RIVAZ
 416 BRICKINGHAM WAY
 COLUMBIA SC 29229-9533

PO Box 100255
 Columbia, SC 29202-3255



01111101

CUSTOMER SERVICE

ACCOUNT NUMBER

Exhibit A
Page 2 of 3
Page 20 of 20

1-800-251-7234

STATEMENT DATE

DATE DUE

AMOUNT DUE

May 14 2019

Jun 3 2019

\$104.42

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Offices:

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

NORTH COLUMBIA OFFICE, 3000 HARDEN
ST, COLUMBIA SC 29203

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

BLYTHEWOOD IGA #35, 135 B
BLYTHEWOOD RD, BLYTHEWOOD SC

WINDY MOUNTAIN, 518 BELTLINE BLVD,
COLUMBIA SC 29205

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

CURRENT CHARGES

Electric Charges

RATE PLAN

000 - Residential Service

METER READING

Electric Meter read on 05/10/19 at 11:18 am
(Next scheduled read date 6/10/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	KWH
001557340	4/9/19 - 5/10/19	31	80825	- 80287	X 1 =	538
Basic Facilities Charge						9.00
538 kWh X \$ 0.118130						63.55
Renewable Energy Resources						1.00
Subdivision Lighting						7.55
Tax Rider						-2.49
Total Electric Charges						\$78.61

Gas Charges

RATE PLAN

32W - Res Value Service

METER READING

Gas Meter read on 05/10/19 at 11:23 am
(Next scheduled read date 6/10/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000242315	04/09/19-05/10/19	31	795	786	1	9	1.0250	9
Basic Facilities Charge								10.90
Base - 9 Therms X \$ 0.995940								8.96
Total Gas Charges								\$19.86

Other Charges & Credits - Unregulated

Your electric and/or natural gas service may not be terminated for failure to pay for the following unregulated services.

HomeServe - Sewer Line Repair Plan	5.95
Total Other Charges & Credits - Unregulated	\$5.95

ADJUSTMENTS

Budget Billing Deletion	-324.00
Budget Billing Deletion Balance	457.21

CUSTOMER SERVICE

1-800-251-7234

ACCOUNT NUMBER

[REDACTED]

STATEMENT DATE

May 14 2019

DATE DUE

Jun 3 2019

AMOUNT DUE

\$104.42

Total Adjustments **\$133.21**

Our customer service department will be closed Monday, May 27, in observance of Memorial Day. You can make payments and payment arrangements anytime at DominionEnergySC.com. For electric and gas emergencies, call 1-888-333-4465.

For HomeServe service claims, call 1-833-500-2623. For repair plan billing questions, call 1-800-796-8889.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. ***The third party is not responsible for paying the bill.*** Call 1-800-251-7234 to enroll.



SERVICE FOR

HECTOR D RIVAZ
416 BRICKINGHAM WAY
COLUMBIA SC 29229-9533

Exhibit A
ACCOUNT NUMBER Page 22 of 22 Page 1 of 2

TOTAL AMOUNT DUE
\$463.16

CUSTOMER SERVICE

1-800-251-7234
7am - 9pm, Monday - Friday

NOTICE DATE

June 3, 2019

Payment Options

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Mail: Pay by check or money order using the enclosed envelope. Please do not pay by cash.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office: Visit a Dominion Energy South Carolina business office located near you to pay in person. This is a free service.

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

NORTH COLUMBIA OFFICE, 3000 HARDEN
ST, COLUMBIA SC 29203

Authorized Payment Agencies: Visit an authorized payment location near you to pay in person. *There is no fee associated with service at an authorized payment location.*

BLYTHEWOOD IGA #35, 135 B
BLYTHEWOOD RD, BLYTHEWOOD SC
29016

WINDY MOUNTAIN, 518 BELTLINE BLVD,
COLUMBIA SC 29205

ALL SC AND NC WALMARTS

Dominion Energy South Carolina

DominionEnergySC.com

Returned Payment Notice

The payment received on your account in the amount of \$463.16 was returned unpaid by your financial institution. The information we received concerning the payment is:

Reason Returned: UNAUTHORIZED

Please pay \$463.16, which includes the returned payment balance and applicable charge, at your earliest convenience.

As a result of this returned payment, a returned payment charge and a deposit may have been added to your account.

Please use one or more of the following payment options:

- CASH • MONEY ORDER • CASHIER'S CHECK
- ONLINE at DominionEnergySC.com (by credit card or directly from your bank account)
- BY PHONE using BillMatrix

As a result of this returned payment, a returned payment charge may have been added to your account. As well, future payments may be required using the payment options listed above.

If you have paid this amount since the notice date, please accept our thanks. However, if this notice does not agree with your records, or if you require assistance with payment options, please contact us immediately at 1-800-251-7234. *Para mayor explicación acerca de este importante aviso, por favor contáctenos y pida hablar con un representante en español.*

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.

**Dominion Energy
South Carolina**

Returned Payment Notice

RETURNED PAYMENT BALANCE
\$463.16

ACCOUNT NUMBER

TOTAL AMOUNT DUE
\$463.16

90205

154526934

HECTOR D RIVAZ
416 BRICKINGHAM WAY
COLUMBIA SC 29229-9533

PO Box 100255
Columbia, SC 29202-3255

Please enter amount enclosed.

\$



CUSTOMER SERVICE
1-800-251-7234

NOTICE DATE
June 3, 2019

Exhibit A
ACCOUNT NUMBER Page 23 of 24 Page 2 of 2
[REDACTED]
TOTAL AMOUNT DUE
\$463.16

A late payment charge of 1.5% will be added to any balance remaining 25 days after billing.

Unauthorized Payment Agencies:
Additional payment centers may exist that are not Dominion Energy authorized payment agencies. While these unauthorized agencies may accept your Dominion Energy payment, they will charge you a fee for doing so, **and your payment will be delayed in reaching us.**

Provide current mailing address:

SERVICE FOR
HECTOR D RIVAZ
825878
416 BRICKINGHAM WAY
COLUMBIA SC 29229-9533

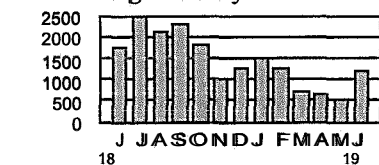
ACCOUNT NUMBER Exhibit A
Page 24 of 26 Page 1 of 3
DATE DUE TOTAL AMOUNT DUE
Jul 3 2019 \$661.50

CUSTOMER SERVICE 1-800-251-7234
7am - 9pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

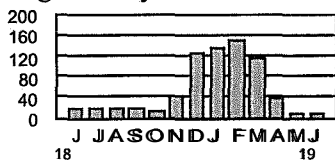
JUNE STATEMENT GENERATED ON:
Jun 12 2019

Electric Usage History - kWh



	Jun 18	Jun 19
kWh used	1794	1240
Avg regional temp	79	78
Days in billing period	32	31
Cost	\$228.72	\$156.73

Gas Usage History - Therms



	Jun 18	Jun 19
Therms used	22	10
Avg regional temp	79	78
Days in billing period	32	31
Cost	\$36.89	\$21.39

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

**Dominion Energy
South Carolina**

0000000921 06 RG 163302989 E

HECTOR D RIVAZ
416 BRICKINGHAM WAY
COLUMBIA SC 29229-9533

PO Box 100255
Columbia, SC 29202-3255

Dominion Energy South Carolina

DominionEnergySC.com

ACCOUNT SUMMARY

Previous Bill Amount	\$104.42
Payment Received 06/03/19 THANK YOU	-104.42
Adjustments	+465.16
Current Charges	199.34
Total Amount Due	\$661.50

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.
Any remaining balance after 5pm on 7/15/19 is subject to late payment charges.

SUMMARY OF CURRENT CHARGES

Electric Charges	\$164.05
Gas Charges	21.39
Other Charges & Credits	6.86
Other Charges & Credits - Unregulated	6.04
Total Current Charges	\$198.34

SCE&G is now



Dominion Energy

To learn more visit DominionEnergySC.com

ACCOUNT NUMBER

TOTAL AMOUNT DUE
\$661.50

DATE DUE
Jul 3 2019

Please enter amount enclosed.

\$

Write account number on check.



CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jun 12 2019

ACCOUNT NUMBER

[REDACTED]

DATE DUE

Jul 3 2019

Exhibit A

Page 25 of 28 Page 2 of 3

TOTAL AMOUNT DUE

\$661.50

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Offices:

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

NORTH COLUMBIA OFFICE, 3000 HARDEN
ST, COLUMBIA SC 29203

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

BLYTHEWOOD IGA #35, 135 B
BLYTHEWOOD RD, BLYTHEWOOD SC

WINDY MOUNTAIN, 518 BELTLINE BLVD,
COLUMBIA SC 29205

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

CURRENT CHARGES**Electric Charges**

RATE PLAN

008 - Residential Service

METER READING

Electric Meter read on 06/10/19 at 11:00 am
(Next scheduled read date 7/11/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	KWH
001557340	5/10/19 - 6/10/19	31	82065	80825	X 1 =	1,240
Basic Facilities Charge						9.00
First 800 kWh X \$ 0.118130						94.50
Next 440 kWh X \$ 0.129990						57.20
Renewable Energy Resources						1.00
Subdivision Lighting						7.55
Tax Rider						-5.20
Total Electric Charges						\$164.05

Gas Charges

RATE PLAN

32W - Res Value Service

METER READING

Gas Meter read on 06/10/19 at 11:04 am
(Next scheduled read date 7/11/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000242315	05/10/19-06/10/19	31	805	795	1	10	1.0270	10
Basic Facilities Charge								10.90
Base - 110 Therms X \$ 1.049080								10.49
Total Gas Charges								\$21.39

Other Charges & Credits

Late Payment Charge

6.86

Total Other Charges & Credits \$6.86

CUSTOMER SERVICE

ACCOUNT NUMBER

Exhibit A
Page 26 of 28 Page 3 of 3

1-800-251-7234

STATEMENT DATE

DATE DUE

TOTAL AMOUNT DUE

Jun 12 2019

Jul 3 2019

\$661.50

Other Charges & Credits - Unregulated*Your electric and/or natural gas service may not be terminated for failure to pay for the following unregulated services.*

HomeServe - Sewer Line Repair Plan	5.95
Late Payment Charge	0.09
Total Other Charges & Credits - Unregulated	\$6.04

ADJUSTMENTS

Returned Draft	463.16
Total Adjustments	\$463.16

Excess Flow Valves (EFVs) are designed to shut off the flow of natural gas automatically if the service line that runs from Dominion Energy South Carolina's system to your meter breaks (e.g., excavation damage), thereby lessening the possibility of injury or property damage. An EFV is not required for the normal, safe operation of your service, but at your request, we will install one on your service line at a mutually agreeable date provided that the load does not exceed 1,000 standard cubic feet per hour and that certain conditions in 49 C.F.R. 192.383(c) are not present. If you request an EFV, the cost to have an EFV installed on your existing service generally ranges from \$500 to \$2,500, which would cover the costs of installation, maintenance, and any future replacement. For more information, call 1-800-251-7234 or visit DominionEnergySC.com/gassafety for more information.

Our customer service department will be closed Thursday, July 4, in observance of Independence Day. You can make payments and payment arrangements anytime at DominionEnergySC.com. For electric and gas emergencies, call 1-888-333-4465.

We did not receive full payment for your last bill. If you have paid since the billing date, please accept our thanks. If you have not yet paid, we would appreciate your payment as soon as possible.

For HomeServe service claims, call 1-833-500-2623. For repair plan billing questions, call 1-800-796-8889.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.



Nanette S. Edwards, Executive Director



Chad Campbell
Supervisor
Consumer Services

Office of Regulatory Staff
1401 Main Street
Suite 900
Columbia, SC 29201
(803) 737-0800
ORS.SC.GOV

May 15, 2019

Hector & Jeraldine Rivaz
416 Brickingham Way
Columbia, SC 29229

File No. 2019-E-1000

Dear Mrs. Rivaz:

This letter provides the results of the South Carolina Office of Regulatory Staff's ("ORS") investigation of the complaint you filed on May 6, 2019, against Dominion Energy ("Dominion" or "Company") for your residential account located at 416 Brickingham Way, Columbia, SC. The complaint issue you filed involves your electric meter. You advised your usage was incorrect and that your bills were too high.

The ORS contacted Dominion for assistance to investigate and respond to your complaint.

The ORS requested the meters to be tested, to determine if the usage was metered correctly. Dominion tested the meter at 416 Brickingham Way, Columbia, SC on May 13, 2019. The meter test results indicate the meter was registering accurately at 100.01% full load accuracy and 99.91% light load accuracy. The Public Service Commission's ("PSC" or "Commission") regulation addressing adjustments of bills for fast or slow meters is found in electric regulation 103-340.1(b) Fast or Slow meter and provides:

"In the event that the meter so tested is found to have an error in registration of more than two (2) per cent, the bills will be increased or decreased accordingly..."

The meter tested within the limits of accuracy as prescribed by the PSC's regulations governing service supplied by electric systems in South Carolina. The regulations allow for an adjustment of a customer's bill for errors greater than 2%. For your records and in accordance with PSC regulations, I am providing you this letter as a written copy of the meter tests results.

As part of our investigation into your high bill complaint, I requested a billing history of your account. Based on my review of your billing history, I have determined the accounts were billed in accordance with the Dominion's residential rate approved by the PSC.

If you are not satisfied with the response from the ORS' complaint investigation, you have the right to file your complaint with the PSC. To file a petition with the PSC, you must complete the PSC's complaint form which is available online at www.psc.sc.gov. Please be advised, that the PSC hears matters involving regulated utility services provided by utility companies which are subject to the jurisdiction of the PSC.

PSC regulation S.C. Code Ann. Regs. 103-824 (2012) require the following items to be contained in a consumer complaint:

- A. **Contents of Complaints.** A written complaint filed with the Commission shall contain the following information:
- (1) The name, address, e-mail address, and telephone number of the person making the complaint and of his authorized representative, if he is represented.
 - (2) The name and address of the person about whom the complaint is made.
 - (3) A concise and cogent statement of the factual situation surrounding the complaint. If a complaint relates to an act, rule, regulation or order administered or issued by the Commission, or to a provision in a tariff or contract on file with the Commission, the act, rule, regulation, order, tariff or contract should be specifically identified in the complaint.
 - (4) A concise statement of the nature of the relief sought.

Individuals do not need to have legal representation to represent themselves before the PSC, but a corporation, partnership, limited liability company, or group of people or association must be represented by legal counsel. The PSC provides a guide on its website at the following web address: <http://www.psc.sc.gov/Pages/Pro-Se-Litigant/index.html> for individuals representing themselves.

If you have any questions, please contact me at 803-737-5267, or via e-mail at twaller@ors.sc.gov.

Sincerely,



Takisha Waller, Investigator
Consumer Services
Office of Regulatory Staff

Cc. Dominion Energy (via e-mail)



CERTIFICATE OF IN-FIELD METER TEST

Meter Number: 1557340
Customer: Hector Rivaz
Service Address: 416 Brockingham Way
City: Columbia

Test Date: 5/13/2019
Tested By: BK44621
Account No: [REDACTED]
Zip: 29229

	<u>1st Test</u>	<u>2nd Test</u>
Full Load %Registration:	100.01	100.00
Light Load %Registration:	99.91	99.94
Weighted Average %Registration:	99.99	99.98
Meter within Calibration?	Yes	Yes

Remarks: Start time: 1 :45pm Index: 80938 Customer Present: yes Voltage: 244-120-120

Follow up (If Necessary): ORS Requested

Explanation of High Bill Test

In order to determine the accuracy of a meter, the meter is tested at two test points, one representing normal (full) load conditions and another representing light load conditions. The result of the normal load condition test is noted as *Full Load % Registration* above. The result of the light load condition test is noted as *Light Load % Registration*. The overall accuracy of the meter is indicated by *Weighted Average % Registration*.

Weighted Average % Registration is calculated as below:

$$\text{Weighted Average \% Registration} = [(4 \times \text{Full Load \% Registration}) + \text{Light Load \% Registration}] / 5$$

The *Weighted Average % Registration* is the value that is used to determine if billing adjustments are necessary and warranted. S.C. Public Service Commission regulation 103-340 requires adjustment of customer's bill for errors in percent registration greater or less than 2%. Any *Weighted Average % Registration* between 98.01 and 101.99 is considered within calibration and no bill adjustments will be made.

This also certifies that the above listed meter was tested in-field by a Dominion Energy, Energy Service Representative. All equipment used in this test has been calibrated with instruments whose accuracy can be traced to the National Institute of Standards and Testing (NIST). The limits of accuracy for watt-hour meters are governed by the South Carolina Public Service Commission.

Should you have any further questions, please call the Energy Information Services Department line at 1.866.660.3704

HOME **ENERGY CHECKUP REPORT**

Exhibit C
Page 2 of 11



Customer Information

Representative: Brandy

Visit Date: Monday, May 13, 2019

Arrival Time: 2 :00pm

Departure Time: 3:15pm

Account Holder Name: Hector Rivaz

Service Address: 416 Brickingham Way

City: Columbia

Zip: 29229

Customer Email: mail report

Account number: [REDACTED]

Electric Meter Number: 1557340

Electric Reading: 80938

Gas Meter Number: 2423115

Gas Reading:

Approx. Square Footage: 1900

Approx. Year Built: 1999

Type Residence: Single Family

HOME ENERGY CHECKUP REPORT

Exhibit C
Page 3 of 11



Heating & Cooling Unit(s)

Type	Age	Tons	Fuel
Gas Pack	2016	3.0	Dual Fuel
Heat pump	2016	2.5	Electric

Have your central heating and cooling serviced annually by a professional. This can extend the life of the system while maintaining optimum efficiency.

Current Thermostat Setting: off/down **Type:** Programmable

Set your thermostat at 68°F or lower in the winter and 78°F or higher in the summer. Each degree higher or lower can significantly increase your heating costs in winter and cooling costs in summer.

Interior Doors Open ☒ Yes ☐ No

**Leave interior doors open and keep vents open while running heat/air for best air flow unless jumper ducts or room returns are present*

Duct Work

All Joints appear to be properly fastened/sealed based on visual inspection.

All Joints appear to be properly fastened/sealed based on visual inspection.

HOME ENERGY CHECKUP REPORT

Exhibit C
Page 4 of 11



Insulation

Attic insulation R-value (Approximate): 24

No recommendations.

Crawlspace insulation R-value (Approximate): 12

No recommendations.

Ventilation

Attic

The Attic is vented.

Crawl:

The crawlspace is vented.

Dryer: Electric

Clean dryer duct annually for safety and efficiency.

Bathroom:

The bathroom is vented outside.

HOME ENERGY CHECKUP REPORT

Exhibit C
Page 5 of 11



**Dominion
Energy**

Envelope

Windows

☐ Single pane ☒ Double Pane ☐ Plastic ☐ Storm

No recommendations.

Exterior Door

☒ Close Tightly ☒ Weather Stripped ☒ Insulated

No recommendations.

Attic Access R-Value (Approximate): 0

☒ Attic access is Air Sealed ☒ Attic access is insulated.

Air Sealing

Air seal and insulate attic access.

Water Heater

Type	Fuel	Age	Timer	Thermostat
Tank	Gas		<input type="checkbox"/>	120

No recommendations.

HOME ENERGY CHECKUP REPORT

Exhibit C
Page 6 of 11



Lighting

Your home has the following type lighting.

☒ **Incandescent** - Replace your incandescent bulbs with Energy Efficient LED bulbs today or as soon as possible. LED's use 70% to 90% less energy and typically last 12 years or longer.

☒ **CFL** - When it is time for replacement, consider Energy Efficient LED's. They last longer and are easily disposable.

☒ **LED** - Congratulations on using Energy Efficient LED bulbs.

*Visit <http://www.DominionEnergySC.com/bulbs> for discount on energy efficient lighting.

Refrigerator/Freezer

Number of Indoor Units: 1

No recommendations.

Number of Outdoor Units: 0

No recommendations.

*For refrigerator or freezer recycling visit <http://www.DominionEnergySC.com/123>

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Fireplace

☐ Wood Burning ☒ Natural Gas ☐ Propane ☐ Vented ☐ Unvented

No Recommendations.

Pumps

Type	HP	Daily Run Time	Timer
N/A			
Does not apply.			

Program Information Provided

<input type="checkbox"/> HVAC Rebate	<input type="checkbox"/> Duct Work Rebate
<input type="checkbox"/> Appliance Recycling	<input checked="" type="checkbox"/> Energy Wise Savings Store

Kit Information

Lighting Kit

Unable to install LED's, light sockets out of reach.

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Summary: Current electric usage is approximately 17 kWh/day. Summer thermostat setting is 70 degrees. Recommend adjusting thermostat closer to recommended setting of 78 degrees. Fan setting for heat pump was "on", changed to "auto" during visit.



X

Please direct any questions/concerns regarding this visit to Dominion Energy- Energy Information Services Toll Free 866-660-3704 or scenergyinformationservices@dominionenergysc.com

For additional information about other EnergyWise Programs, please call 877-510-7234 or visit www.DominionEnergySC.com/energywise

Dominion Energy is not responsible for any cost incurred by the undersigned customer. All notes are observations and recommendations. Home Energy Checkups do not evaluate for safety.

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Read My Meter

Why read your meter

Although your monthly Dominion Energy bill contains detailed information about your account and energy use, you may want to keep track of your usage on a daily basis. This will help you know when you are using the most energy, how you use energy and ways you can become more energy efficient.

Things to know about reading your meter

Electric and natural gas meters are read the same way. An electric meter measures kilowatt hours and a gas meter measures cubic feet. A kilowatt hour (or kWh) is equal to 1,000 watts of electric energy used in one hour. One 100-watt bulb burning for 10 hours equals one kWh.

A cubic foot of natural gas contains approximately 1,000 BTUs of heat, which is the equivalent of burning 1,000 kitchen matches.

How to read your meter

Your meter has four or five dials. Note that the numbers are clockwise on some dials and counterclockwise on others. Write down the smaller number if the pointer is between two numbers, except between nine and zero.

In this case, zero is considered 10, so nine would be the correct reading. If the pointer is on a number, look at the dial at the right. If that pointer has not passed zero, write down the smaller number. The reading on the dials is 5429.

You can find out how much energy has been used in a given amount of time, say a day or a month, by taking readings at the beginning and end of that time. Simply subtract the earlier reading from the more recent one. That will give you the number of kilowatt hours or cubic feet used.

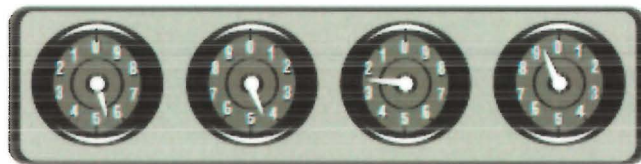


Diagram of a typical meter. This meter reads 5429.

For your convenience, a [chart to help you get started tracking your meter readings](#) (PDF; 165KB) is available. For further assistance, call **1-800-251-7234**.

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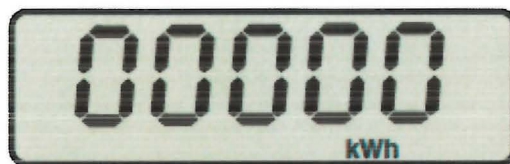


Automated Meter Reading (AMR)

Automated meter reading (AMR) technology gives meter readers the capability to read every meter in an entire neighborhood simply by driving through the area. AMR uses a laptop computer in the service truck to receive data via secure radio frequencies. As the meter reader drives down a street, the computer signals a module on each meter to transmit the current reading. This data is stored and later used to calculate your bill.

The dials on the AMR meter are read like a clock- the numbers that appear will be your reading. Dominion Energy is currently using AMR to collect readings in much of our service territory.

The picture below shows a standard solid state electrical display which is on for seven seconds at a time.



The picture below shows the segment check on a standard solid-state display which is on for one second at a time. The purpose of the segment check is to verify all segments in the display are functioning correctly.



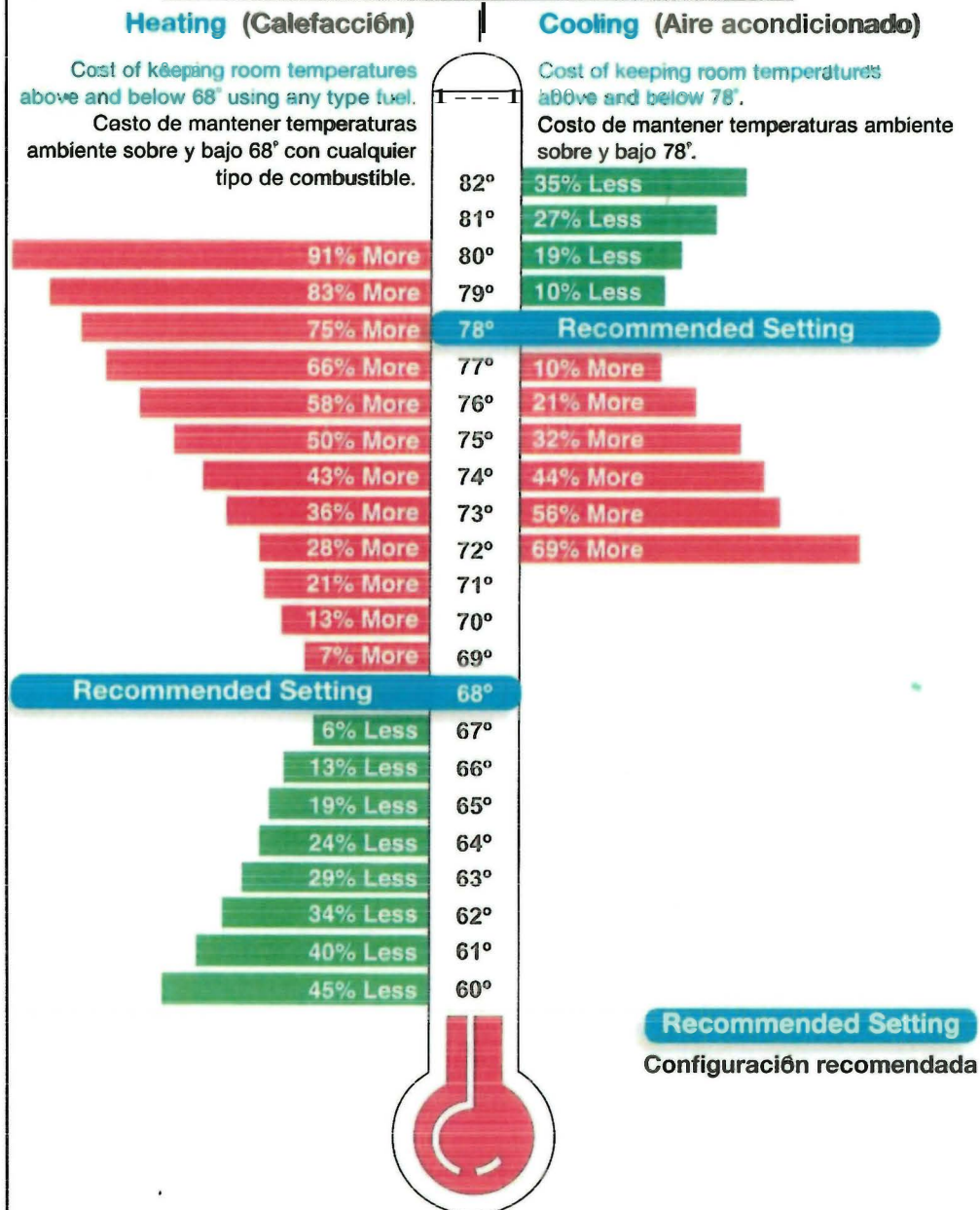
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How does my thermostat setting impact my bill?

¿De qué manera afecta a mi cuenta la configuración de mi termostato?



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